

**STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
REVISED MEETING MINUTES
APRIL 28, 2004**

ATTENDEES:	Jim Weber, Chair	Steve Adams	Karen Boeger
	Tiffany Campbell	Carolyn Cook	Alex Curchin
	Dean Dillon	Chris Duncan	Tim Dwyer
	Michael Elley	Jeff Falter	Brian Garland
	Jan Grecian	Cliff Gronauer	Jill Hansen
	Russell Helm	Gina Hodge	Joe Kenney
	Kevin Lanahan	Mary Luebbert	Gary Lyndaker
	Lora Mellies	Rick Mihalevich	Greg Miller
	Bob Myers	Jim Myers	John Namassy
	Bob Ordway	Scott Peters	Raymond Pope
	Cindy Renick	Chris Robertson	Jim Roggero
	Nancy Schaffer	Cheryl Spang	Tony Spicci
	Debbie Tedeschi	Jane Thompson	Jamie Tuley
	Mike Wankum	Gerry Wethington	Scott Willett
	Mary Willingham	Paul Wright	Doug Young

Jim Weber opened the meeting at 8:35 a.m. and welcomed everyone to the meeting.

PRESENTATIONS

1. **University of Missouri Proposal for the MOVAP Project (Paul Wright/Jan Grecian)** – Jim Weber introduced Paul Wright. Paul gave a background on the project and introduced Greg Martin, Coordinator of Student Consulting Projects for the School of Business at the University of Missouri-Columbia. The team members introduced themselves individually. The team members are Tiffany Campbell, Alex Curchin, Chris Duncan, Brian Garland, Cheryl Spang, and Jamey Tuley. Greg thanked the ITAB, particularly Paul Wright and Jan Grecian, for allowing the students this opportunity. The students presented an overview of the deliverables, methodology and findings of the MOVAP Project. Jan Grecian noted her appreciation to the students for all the hard work devoted to this project. Jim Roggero also thanked Jan and Paul for coordinating this effort. He also thanked the Committee for their work with the project. Gerry Wethington stated the importance of successfully marketing the project to the Cabinet Directors and Deputy Directors. Jim Roggero stated the Project Management Committee would assume the responsibility of marketing the program.
2. **HAVA Contract (Don Lloyd)** – Don Lloyd presented a brief update on the status of the Missouri Voter Registration List contract. Don stated the purpose of the Help America Vote Act (HAVA) was an attempt to eliminate the type of problem that Florida had in the last presidential election. The contract was awarded on March 8th. A second oversight meeting is scheduled for today at 9:30 a.m. JAD sessions with the counties will begin next week and will take seven weeks to complete. The system that was purchased is 80 to 85 percent of what is wanted. The JAD sessions will be used to determine what the remaining 15 to 20 percent is. The system must work with the Department of Revenue to verify identity and social security number. Interface with Department of Health and Senior Services will be necessary relating to deaths. Felony convictions are an area that will prove challenging as it is not yet known who to coordinate with. The Secretary of State's Office hopes to improve their relationship with the counties and develop a system maintained by their office rather than the individual counties. There are also several difficult challenges relating to the network, including the amount of bandwidth needed. They have met with representatives from the agencies with which they will be interfacing and are in the planning stages of scheduling individual meetings with the agencies. January 1, 2006 is the planned date of operation. Two pilots are scheduled with some counties for the upcoming elections in November and April. Don will give the full presentation on this topic at the May ITAB meeting.
3. **Pillars of Government** – Gerry Wethington stated that other states have begun to discuss the difficulty that government has with understanding enterprise. He suggested the ITAB Members dialog on this topic over the

next few months. Interim steps are necessary to progress from where we are to where we should be. The enterprise perspective looks at government programs from the customer perspective and helps to rationalize business processes. It helps in the consumption of our resources and allows us to leverage work across the agencies. There are multiple communities of interest that are shared among the agencies. The number of pillars typically ranges from five to nine. Gerry suggested the following as possible pillars for Missouri: **Delivery of Benefits and Services** (includes Department of Health and Senior Services, Department of Social Services, Department of Mental Health, Employment Security, Department of Labor and Industrial Relations – may need to separate benefits and services); **Administrative** (administration of government, human resource services, accounts payable, fleet management, etc.); **Regulatory** (includes Department of Transportation, Department of Agriculture, Department of Labor and Industrial Relations, Department of Conservation, Department of Mental Health, Department of Economic Development); Justice and Public Safety (includes Department of Natural Resources and Department of Conversation); and **Education**. Agencies will be included in multiple pillars. Indiana realized from a review of their permits, that over 40 percent of their permits contained the same information, configured differently. This is an area that Missouri should review along with eligibility determination. Department of Elementary and Secondary Education has working in the e-grants arena and has been recognized by other states. Our conversations should also involve a Data Dictionary to include agreement in data content, style, and standards. Once the Data Dictionary develops into pillars, the information can be analyzed to determine what rises to the enterprise level. It will help with identifying redundant and duplicate data and business processes. Each agency should identify the pillars held within its area and what other agencies should be included with them. We have focused primarily on the technical aspects of enterprise architecture. Providing different answers from different sources will harm the credibility of state agencies. This topic will be made a standing agenda item for future ITAB Meetings. Gerry will put some information together for the next all-day ITAB Meeting. Like technical architecture, it will take a long period of time to develop the pillars.

ACTION ITEMS

1. **Approval of the March 31, 2004, Information Technology Advisory Board Meeting Minutes** – Jim Weber asked if there were changes to the meeting minutes of the last meeting; there were none. Cliff Gronauer made the motion to accept the minutes as written; Steve Adams seconded the motion. The minutes were approved unanimously.
2. **Approval of IT Business Plan (Gerry Wethington/Tom Stokes)** – Tom Stokes distributed the final version of the IT Business Plan to the ITAB members yesterday. Gerry noted we are moving to align our Strategic Plan with the business processes. Our performance and progress measures need to be incorporated into our Business Plan. We must align our plan with public policy priorities and not just IT priorities. There may need to be a Business Plan facilitated session this year, as opposed to a facilitated Strategic Plan session. The challenge will be for the agencies to develop their own IT Strategic Plan that will align with the state's plans, then report back to the ITAB. Tom stated he included the three main goals and objectives that were defined at the Strategic Planning session and key performance indicators for each of those areas. He has received a considerable amount of feedback over the two-month review process by the ITAB Members. Paul Wright is working with Tom on the Performance Management process. This document is for internal distribution. The Strategic Plan is for both internal and external distribution. Scott Willett made the motion to approve the IT Business Plan; Paul Wright seconded the motion. The IT Business Plan was approved unanimously. This document will be posted out on the OIT website (www.oit.mo.gov).
3. **Approval of MOTEC CAP** – Paul Wright and Laura Mertens gave a presentation on the MOTEC CAP for FY05. Documentation was distributed with the meeting agenda. Paul stated the approval of the CAP would include the acceptance of a 60/40 split. Paul made the motion for the ITAB to accept the 60/40 split cost allocation and approve the proposed MOTEC CAP for FY05; Gary Lyndaker seconded the motion. The CAP was approved unanimously.

4. **Approval of Missouri Project Oversight Process Proposal** – Jim Roggero introduced Gary Lyndaker who presented the final report from the Project Oversight Subcommittee. The presentation included the definition of project oversight, the methodology, the role of the project oversight manger, and available tools. These documents can be viewed on the OIT website. Jim Roggero made the motion that the ITAB support the Project Oversight Process; Gina Hodge seconded the motion. The motion was approved unanimously.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)

- **Email Consolidation** – Gerry stated this project has now become operational. Jill is developing a project team. It was decided not to move forward on an Active Directory PAQ until some issues with infrastructure, software and services are resolved. She also plans to include Notes and Groupwise environments involved. They continue to work with Tim Daniels on grant monies. The project is progressing forward. The project is being worked from a project management approach.
- **Digital Government Symposium** – Gerry reminded everyone this event was scheduled for June 17th.
- **OIT Billing** – The OIT bills for the second half of this year are ready and will be going out this week. They will be working with the recently formed committee on putting together the FY05 billing structure. They may do two billings again next year also but will not wait until so late in the year.
- **Policy Priorities** – Gerry stated he has already discussed balancing the state policy priorities against IT policy priorities. He may bring a list to the next meeting to discuss how they can be aligned. He is working with OA Budget and Planning to put some budget instructions together around IT projects. It will include elements of project oversight and management.
- **Digital State Survey** – Gerry was considering not participating in this year's survey due to the time required to complete it each year and the inability to receive any results of the survey. The Center for Digital Government has made some adjustments and states can now opt to share their information with other states. Ohio, New York and Nevada are considering not participating. Missouri may go ahead and participate now to see if the changes have improved the sharing of the information.
- **NASCIO Conference** – Gerry stated that 36 states were represented at the conference. The agenda included Help America Vote Act (HAVA), how IT is perceived by chiefs of staff and cabinets, IT sourcing, and policy issues. The next conference is scheduled for September 19-22 in New Orleans.
- **Current Bids/Future Bids** – Gerry stated he would like to have this item included as a regular agenda item under Open Discussion. He urged everyone to use this opportunity to discuss any bids their agency is considering to avoid duplicate bids or bid cancellations.
- **Accessibility Standards** – This continues to be a big issue with the current contracts. Diane Golden with Assistive Technology reviews the contracts for concerns with accessibility. Agencies need to make sure that our standards are being applied to any bid specifications.
- **Security** – Gerry has received several responses from the agencies on what they are doing with INFOCON. Anyone who needs copies should let him know. Two more security standards are getting ready to be published that would require the annual completion of a security questionnaire and a vulnerability assessment. These standards were approved by the ITAB Security Committee and the Cybersecurity Committee of Homeland Security. A number of states are looking at a program for a Certified Information Security Professional (CISP). It would be very similar to our project management certification program. Professional certification is also being looked at for GIS. Homeland Security is willing to accept some recommendations for program announcement language and allowable expense language for information security and cybersecurity to allow us to address IT infrastructure issues. If any agency has any allowable expense items or IT security and infrastructure programs that they would like to see incorporated into future Homeland Security grant announcement, they should be sent to Gerry. NASCIO will be putting together recommendations about allowable expenses. This would include encryptions. He has been working on three different grants with Homeland Security – GIS, Business Continuity, and Cybersecurity. He has received a verbal commitment on Cybersecurity and Business Continuity. GIS was defined as a nonallowable expense. He has a call pending with Steve Cooper, CIO with Homeland Security, who has funding available for proof of concept projects. Some assistance may be possible for GIS projects.

Funding ranges from \$500,000 to \$1,000,000. He is working with EPA on a grant for a proof of concept project for business processes with participation with multiple jurisdiction. They are looking at case management, health architecture and e-grants. They have a grant proposal put together that they would possibly get grant funds to work on one of these projects. They are willing to fund an architecture registry or repository solution. They are looking at a funding registry to be run by NASCIO but could be utilized by the states.

- Egovernment – We are moving forward with the data dictionary project. The project has been awarded to Tier Technologies. Another project being worked is the ‘Starting a Business’ project. County and municipal government program is putting together an RFP to coordinate egovernment activity for state and county levels. OA is obtaining some blade technology. Ron Thomas and Hannah have been working on an egovernment scorecard. The results of the survey on ‘Show Me Online Transactions’ have been catalogued. The navigation of the portals needs to be adjusted to allow access to the information.
- Collection of Empirical Data – We need to develop strategies for the collection of empirical data. He would like to form a group to look at what information should be collected.

2. ITAB Chair Update (Jim Weber)

- Review of Action Items from Previous Meeting
 - Digital Certificates Subcommittee to address Verisign Contract issues. – Pending
 - Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval. - This topic is still under review.
 - Privacy Committee to obtain guidelines from the Highway Patrol for background checks. – Completed.
 - Agencies to submit names for participation in the Privacy Domain Committee to Scott Willett. – Completed.
 - Gerry Wethington, Jim Weber, Jim Roggero, and Jan Grecian to review and update ITAB Charter. – Draft is being reviewed by Gerry.
 - Gerry to circulate to agencies the areas to be included in business continuity plans. – Pending.
 - Gerry to send out materials relating to pillars of government, to be discussed at the April ITAB Meeting. – Pending.
 - Tom Stokes to send out final version of IT Business Plan to ITAB Members prior to April 28th Meeting. – Completed.
 - Gerry Wethington to form a committee to develop standards for IT expenditure reporting. Committee to include Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Debbie Tedeschi, and Michael Elley. – Mary reported the Committee met and distributed codes that will be used. Debbie will be working to be able to obtain the expenditures quickly and easily. The next step is to add the expenditures that are not included in this report. The group is evaluating expenditures being paid by IT areas that are not IT expenses, such as copiers or phones. Some IT employees are not in the IT division. The salaries and benefits of all IT employees can be pulled easily. Gerry suggested reviving the recommendation that were created that all organizations use IT org codes. Mary will draft a letter to FMAC listing the items that have not been done from the prior recommendation and ask for their support. IT costs of employees must be revisited.
 - Gerry Wethington to provide results of Statewide IT Meetings. – Pending.
 - Bob Meinhardt to work with Gerry on providing an overview on architectural governance at the April 28th ITAB Meeting. – Pending.
 - ITAB Members provide updates on the ITAB Committees to Mary Luebbert by April 2, 2004. – Completed.
 - Lew Davison to send out request (through Mary) for CRM Committee members. – Completed.
- Jim Weber reminded everyone that the next Project Management class begins in September.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee Update (Bob Meinhardt/Ron Thomas)** – Gerry Wethington stated that confusion exists on enterprise architecture governance. Several standards and compliance components are included on OIT's web site that have been recommended and approved by the ARC and approved by the ITAB that are considered policy. Michael Elley has the responsibility to manage the overall architecture program. Each agency was to appoint an architecture representative to ensure they are complying with the architectural standards. Michael can have a meeting with representatives from the agencies or schedule a detailed presentation. Gerry would like each agency to designate who will be responsible for architecture within their agency. An organizational chart needs to be developed outlaying the architectural process. The agencies may need to use META for guidance in selecting the appropriate person. There is a lot of information available on the OIT web site. There is still more that is to be posted. The Application Development Domain is starting today and Privacy will be added tomorrow. Tim Haithcoat, is still the information domain chair. The Committee will continue to work through the governance model. This item will be brought back in May. Most documents have only been added to the web site in the last six months.
 - Architecture Technical Committee (Mike Schweiss/Ron Thomas) – Working with Faisal – bring something back to comm. In June.
 - Interface Domain Committee (TBD)
 - Information Domain Committee (Tim Haithcoat)
 - Infrastructure Domain Committee (Pete Wieberg)
 - Interoperability Domain Committee (Charles Williams)
 - Application Domain Committee (Pat Brooks)
 - Systems Management Domain Committee (TBD)
 - Security Domain Committee (Lora Mellies/R.D. Porter) – Lora reported that the security documents have been approved by the ARC and will be posted to the web site. They are working on firewall documents that will be sent to the Security Committee.
 - Privacy Domain Committee (Scott Willett)
2. **Digital Government Committee Update (Lew Davison/Ron Thomas)** – Ron Thomas stated that the Committee has been working with META and Faisal Hanafi with Cisco. They are reviewing the information they have received.
 - Application Development Subcommittee (Jim Roggero/Pat Brooks)
 - Credit Cards Subcommittee (Scott Peters)
 - CRM Subcommittee (Don Lloyd)
 - Digital Certificates Subcommittee (Todd Craig)
 - Digital Media Subcommittee (Jim Weber/Kay Dinolfo) – Kevin Lanahan provided the update in the absence of Kay Dinolfo. A DMD Conference on usability and accessibility was held on April 22nd in the Truman Building. Several positive comments have been received relating to the conference. There were two separate tracks (management and technical) and a panel discussion. Attendees were asked to build accessibility and usability into the design and development of web documents. Attendees received copies of the web guidelines. These guidelines will be revised again to tie into the ITAB accessibility guidelines to present a more comprehensive approach. There was cross agency representation from 111 attendees. Kevin thanked ITAB for their support and for allowing their employees to attend and participate in the conference.
3. **MOTEC Update (Paul Wright/Laura Mertens)** – Paul commended Laura Mertens for job well done. The Committee will be working on goals for FY05. The room usage reports were sent out with the agenda. The Year-to-date room usage is 74 percent for Room 1 and 75 percent for Room 2. MOTEC has been approached by Facilities Management at Department of Natural Resources to look at some space at the E. Elm location. The training facilities there are no longer being used. There are a lot of pluses for utilizing the space at DNR.

4. **Personnel Committee (Chris Wilkerson)** – Jim Myers stated the Committee had met with OA personnel. Specialty codes will be assigned to the security positions. They are meeting to develop an understanding of how the codes are assigned.
5. **Privacy Committee (Scott Willett)** – No update
6. **Project Management Committee Update (Jim Roggero/Tom Stokes)** – Jim Roggero noted this Committee met on April 20th. He stated that although extensive work has been done in developing the MOVAP product, the focus remains on finalizing the process. Paul Wright stated that two additional tasks were identified – maintaining its vitality and the automation feature. The Committee will be evaluating the elements, initial tasks, the creation of other determinants, and reviewing other items for each of its subcommittees. The Committee did focus on the Risk Management and Project Oversight subcommittees. Jim thanked Scott Peters and the Risk Management Subcommittee for all their efforts. This Subcommittee has completed the tasks assigned to it and will dissolve; however, Scott will remain a part of the Project Management Committee as outlined in its charter. Jim Roggero thanked Tom Stokes and Jim Weber for their work on the Re-certification Handbook. The Handbook has been circulated to the ITAB Members for their review. It is important that this Handbook be distributed to the certified project managers in the agencies. Jim Roggero made the motion that the Re-certification Handbook be accepted as presented; Gary Lyndaker seconded the motion. The Re-certification Handbook was approved unanimously.
 - Cost Benefit Approach to State Government Subcommittee (Paul Wright)
 - Performance Measures Subcommittee (Paul Wright)
 - Project Oversight Subcommittee (Gary Lyndaker/Bob Ordway)
 - Risk Management Subcommittee (Scott Peters)
7. **Security Committee (Lora Mellies/R.D. Porter)** – Lora stated the Committee is accepting comments on their charter. They plan to submit the revised charter for approval at the next meeting.
8. **User Group Coordination (Debbie Tedeschi)** – No Update. New chair will need to be selected.

COLLABORATIVE EFFORTS

1. **Internet/MOREnet Update (Chip Byer)** – Chip stated that MOREnet is offering three filtering projects. They are working with OA to determine if any collaboration can occur. They are also working with OA on an e-conferencing product.
2. **Network Management Consortium Update (Jim Roggero/Jill Hansen)** – Jill has met with Gerry to obtain the direction the Consortium should be moving towards. They are considering operating like the State Data Center from the network side. They plan to sit through the State Data Center meeting at the end of May. They will then meet to discuss how the group should be changed to be operational for the state.
3. **Statewide Purchasing Update (Gary Eggen/Karen Boeger)** – The close date for the satellite mobile systems/services is May 14th. She thanked everyone for the responses on bulk buy. She plans to do a summarization of this bulk buy within the next week or so. Another bulk buy is planned for the first quarter of FY05. WWT has requested that the agencies attach a copy of the quote being used to their orders.
4. **Technology Services Update (Gail Wekenborg)** – Jill Hansen stated the Disaster Recovery Drill was completed. They will be drafting a recap of the drill. She stated they need to do a bid for the RIM devices. They are working through these issues and are asking everyone to hold off until the July timeframe.
5. **MO GIS Advisory Council (Tony Spicci)** – Tony reported the MidAmerica GIS Consortium held last week was very successful. A Homeland Security Spatial Data Policy Committee has been formed to look at issues including release and restriction of data, among other issues. Anyone who would like to have a representative

on this subcommittee should contact Tony. The Committee is now in its nomination stage and is taking nominations for committee members. New committee officers will be taking over in July. They are looking to expand memberships. If any ITAB members are interested in their agency participating, they should notify Tom Stokes. They continue to work through the state contract for GIS products. The pilot project with the county assessors is moving forward. Discussions have been held with some assessors.

OPEN DISCUSSION

- Tom Stokes stated that relating to accessibility, Diane Golden with Assistive Technology is doing a good job monitoring accessibility. He commended the work the DMD group is doing with accessibility and encouraged everyone to go out to their website and view the information available there (www.ia.mo.gov/dmd). Questions can be addressed to their listserv and a response received within an hour. Webmasters may want to sign up for their listserv. Scott Peter also gave some kudos for the DMD group and the recently held conference.
- Status of Senate Bill 1082 – Jill Hansen reported that Senate Bill 1082 was amended into 1171 and has passed the Senate. It is now in the House. The committee was changed to be comprised of House and Senate members instead of departmental representatives. The bill is expected to pass. Jim Weber reminded everyone of the feature on the OIT web site that lists bills relating to IT that we are watching.
- Current/Planned Bids – None were reported.

REVIEW OF ACTION ITEMS

- Digital Certificates Subcommittee to address Verisign Contract issues.
- Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval.
- Committee to review and update ITAB Charter.
- Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
- Gerry Wethington to send out materials relating to pillars of government, to be discussed at the next ITAB Meeting.
- IT Expenditure Reporting Standards Committee (Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Debbie Tedeschi, and Michael Elley) to meet again to review IT employee costs and draft letter to FMAC relating to use of IT codes.
- Gerry Wethington to provide results of Statewide IT Meetings.
- Bob Meinhardt to work with Gerry Wethington on providing an overview on architectural governance at the next ITAB Meeting.
- Project Management Committee to market MOVAP document/process.
- IT Business Plan to be posted on OIT web site.
- ITAB Executive Committee to select new chair for User Group Coordination.
- ITAB Members to notify Debbie Tedeschi if IT expenditures paid from revolving fund.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, May 26, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**